Tech Info Library

ImageWriter II: Common Causes of Paper Jams (1/95)

Article Created: 3 January 1995

TOPIC ---

I am having problems with the paper feed on numerous Imagewriter II printers. I have done everything I can think of including cleaning the platen and under the platen, fanning the paper, and checking the paper guide and print head. But these printers still continually jam. Is there anything you could suggest that might alleviate this problem?

DISCUSSION --

The two most common causes of paper jamming in early white ImageWriter II printer's were caused by the old style mechanical paper out sensors, and the older style paper guides which had a stainless steel ribbon shield instead of the amber colored plastic. If either of these are present then they should be upgraded. The optical paper out sensor kit is available as part number 076-0250, and the paper guide is part number 949-0029.

Other possibilities are that the platen has been configured for single sheets which creates a feed rate slightly different than the tractor feed. This can lead to the paper jumping off of the tractor mechanism. To test for this problem remove the tractor feed paper from the printer and then try inserting a single piece of paper into the printer under the platen. There should be very little resistance. If there is resistance then check to make sure that the platen is configured for tractor feed paper, that there are no labels or adhesive residue stuck to the black paper guide, and that the optical paper guide has been installed and the old metal paper-out sensor plate removed.

If the problem still persists then try temporarily removing the paper guide and then printing several pages. If the problem disappears then the paper guide is adjusted too close to the platen. Insert 4 sheets of paper into the printer to use as a spacer when reinstalling the paper guide, then retest. Inspect the tractor mechanism for signs of damage and replace if necessary.

Keywords: <None>

===

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 16945